ISO 9001 Training Requirements

Course Descriptions

- Tier 2 Documentation – 4 day session on ISO 9000 orientation and documentation for personnel assigned to prepare GSFC Quality Management System (QMS) Tier 2 documents called System Level Procedures (SLP).

- Tier 3 Writers - half day session on preparation of directorate and lower level procedures and work instructions. The class will be keyed to the GSFC QMS and SLPs.

- Auditor – 5 day session on the fundamentals of performing audits associated with the Internal Audit System.

- Audit Facilitator – 2 hour session on techniques to facilitate external audits associated with the ISO 9001 registration audits

- Manager and Supervisor – 2 hour session on overview of the QMS and the requirements for maintaining it

- Employee Awareness – 1 hour group session to raise employee awareness regarding ISO 9001 certification process and the Center commitment to the QMS.

Audience, Provider, and Schedule

Title	Audience	Number of Participants	Provider	Schedule Requirements
Tier 2 documentation	Directorate selected	N/A	Contractor	Final offerings in August for about 40 students
Tier 3 documentation	Directorate selected	100-200	Contractor	Sep – Dec 97
Auditor	selection criteria TBD	75	Contractor	Oct – Dec 97 for first 75 people, annually thereafter for approximately 10 people to maintain pool size
Audit Facilitator	Selected Auditors	10	In-house	Oct 98
Manager and Supervisor	All Managers & Supervisors	--	In-house	Oct – Dec 97 to cover current personnel; offered thereafter as part of training for new supervisors
Employee Awareness	All employees	3000	In-house	Oct 97 beginning with length to depend on process selected (e.g., small or large groups); Offered thereafter as part of training for new employees